

This EasyPost Support Services Addendum (the “**Support Addendum**”) applies with respect to EasyPost’s provision of, and Customer’s receipt of, the below described support services for the Covered Offerings (“**Support**”). Capitalized terms used but not defined in this Support Addendum will have the meanings given to them in the Terms (the “**Agreement**”).

1. **Covered Offering.** This Support Addendum will apply with respect to Support for supported EasyPost Products and Services (“**Covered Offerings**”).
2. **Base Support.** For all purchased Covered Offerings, Customer will additionally receive the following: (i) technical support within normal business hours, excluding EasyPost corporate holidays and national holidays via a support ticket; and (ii) an escalated process for emails received from a domain address associated with Customer access to an escalated process for emails received from a domain address associated with Customer.
3. **Business Hours.** EasyPost’s normal business hours are Monday through Friday, 8:00 a.m. through 6:00 p.m. MT, excluding EasyPost corporate holidays and national holidays (“**Business Hours**”).
4. **Submitting a Support Ticket:** Customer may submit a support ticket at <https://support.easypost.com/hc/en-us/requests/new> or by sending an email to EasyPost support [support@easypost.com](mailto:support@easypost.com). Each support ticket must include the following information to be valid:
  1. Customer Contact name
  2. Site location for the affected EasyPost Products and Services
  3. Telephone number for returned call
  4. A detailed description of the problem and how to reproduce it
  5. Any steps taken to resolve or troubleshoot the problem
5. **Response Times:** All Support Tickets will be subject to a Target First Response Time of 4 hours during Business Hours.
  1. Note: EasyPost is unable to provide target resolution times for any issues or errors that are caused by the Customer’s systems or a third-party provider carrier or their systems. When EasyPost Support determines that a reported issue or error is the result of Customer’s systems or such third party’s systems, EasyPost will use reasonable efforts to communicate with Customer and/or such third party and work to restore functionality.